

Licensed Club: Reminder for staff selling alcohol

Name of Club

Our club holds a licence allowing us to sell alcohol to authorised customers. All staff, especially bar staff, need to understand their legal obligations, so that we operate within the conditions of our club licence.

This is our joint responsibility. We need to work together as a team to ensure we get it right. If we don't get it right, we risk our staff and the club getting into trouble and facing legal action. This could mean a fine, suspension or losing our licence and/or your manager's certificate. This would be unacceptable to our members and would be bad for the reputation of our club.

This information sheet is to remind staff about:

1. Club authorised customers
2. Intoxication
3. Minors

1 – Club authorised customers

It's important to remember that a club licence allows us to sell alcohol on club premises only to "authorised customers". A club licence is different to a tavern or function centre licence as it does not allow us to sell alcohol to the general public.

An authorised customer is:

- A member of the club, or
- Is on the premises at the invitation of and is with the member of the club, or
- Is a member of another club with which our club has an arrangement for reciprocal visiting rights. If you're unsure check what our clubs charter,

How to confirm someone is an authorised customer

If bar staff do not recognise or know the customer as a member of the club, or are unsure that the customer is a current club member, they must ask the following questions:

1. Are you a member of this club?
2. Are you a member of another club with reciprocal visiting rights?
3. Are you here as a guest and accompanied by one of our members?
4. Are you here as a guest of and accompanied by a member of another club?

If the customer cannot answer "yes" to any of these questions you cannot sell them alcohol. You should also know how to verify the customer's answers.

This relates only to the sale and supply of alcohol in a club.

Members of the public are allowed at the club to take part in activities and they can be sold food and non-alcoholic drinks.

Before selling alcohol to customers in a club you should ask and confirm the following:

- Are you a member of this club?
- Are you a member of another club with **reciprocal visiting rights?**
- Are you here as a guest **and accompanied by** one of our members?
- Are you here as a guest of **and accompanied by** a member of another club?

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2 - Intoxication

“Intoxicated” means - observably affected by alcohol or other substances so that they exhibit two or more of the following signs:

- A – Appearance is affected
- B – Behaviour is impaired
- C – Coordination is impaired
- D – Speech is impaired

Indicators may include, but are not limited to:

	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative	May be overly talkative, opinionated and interrupts, may stumble words, becoming loud, inappropriate language, jokes, comments	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible
Coordination	Coordinated, balanced, standing without help or support	Slowed or delayed reactions, swagger or occasional staggers or sways	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight
Appearance	Tidy, clear eyes, alert	Vacant or blank expression, smell of alcohol on breath, may look untidy	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled
Behaviour	Behaving sensibly but may be more relaxed	Overfriendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers
	Monitor and serve responsibly	Intervene	Deny and remove

Bar staff need to know how to recognise signs of intoxication, how to prevent intoxication, and what to do when dealing with an intoxicated customer. This is an important part of our Host Responsibility Policy.

The law says that staff must:

- Prevent anyone becoming intoxicated
- Refuse service to anyone who is intoxicated
- Ensure intoxicated customers leave the premises safely
- Prevent intoxicated people from entering the premises
- Remove violent, quarrelsome, insulting or disorderly customers from the premises

3 - Minors

People under the age of 18 are allowed at the club, but they cannot buy alcohol under any circumstances.

The general rule is that if they look under 25 years of age staff must ask to see their ID. No ID, no sale, no exceptions.

Acceptable ID for proof of age

The law recognises three forms of ID:

1. A current passport (New Zealand or overseas)
2. A New Zealand driving licence
3. An approved 18+ evidence of age card.

Other forms of identification are not recommended.

The following chart will help staff to calculate age:

YEAR	2017	2018	2019	2020	2021	2022	2023
1994	22	23	24	25	26	27	28
1995	21	22	23	24	25	26	27
1996	20	21	22	23	24	25	26
1997	19	20	21	22	23	24	25
1998	18	19	20	21	22	23	24
1999	17	18	19	20	21	22	23
2000	16	17	18	19	20	21	22
2001	15	16	17	18	19	20	21
2002	14	15	16	17	18	19	20
2003	13	14	15	16	17	18	19
2004	12	13	14	15	16	17	18
2005	11	12	13	14	15	16	17
2006	10	11	12	13	14	15	16

Yes
 Maybe*
 No

* 17 unless a birthday has occurred before the current month and day

Declaration:

I confirm that I have read and understand the information in the club license sale of alcohol reminder notice.

Signed: (Staff member)

Signed: (Manager)

Date: